

# Road Safety Audit Toolkit

## USER MANUAL

**RSA Toolkit v2.0**

**2010**



## Contents

<b>1</b>	<b>ABOUT THE ROAD SAFETY AUDIT TOOLKIT</b>	<b>4</b>
<b>2</b>	<b>BACKGROUND</b>	<b>5</b>
<b>3</b>	<b>SYSTEM REQUIREMENTS</b>	<b>6</b>
<b>4</b>	<b>GETTING STARTED</b>	<b>7</b>
<b>4.1</b>	<b>Logging on</b>	<b>7</b>
4.1.1	Guests	8
4.1.2	Users	8
4.1.3	Organisations	9
<b>4.2</b>	<b>Administration</b>	<b>9</b>
4.2.1	Administrator	9
4.2.2	Account managers	9
<b>4.3</b>	<b>Using the RSA Toolkit</b>	<b>10</b>
<b>5</b>	<b>AUDITS</b>	<b>11</b>
<b>5.1</b>	<b>Conducting a new audit</b>	<b>11</b>
5.1.1	Create audit – Step 1: Audit information	11
5.1.2	Create audit – Step 2: Audit location (optional)	14
5.1.3	Create audit – Step 3: Team members	17
5.1.4	Create audit – Step 4: Summary notes	19
5.1.5	Create audit – Step 5: The checklist questions	20
5.1.6	Completing the audit stage	29
<b>5.2</b>	<b>Searching for existing audits</b>	<b>30</b>
5.2.1	Viewing your incomplete audits	31
5.2.2	Searching completed audits	31
5.2.3	Creating a road safety audit report	33
<b>5.3</b>	<b>Transferring audits</b>	<b>33</b>
<b>5.4</b>	<b>Deleting audits</b>	<b>34</b>
<b>5.5</b>	<b>Printing checklist questions</b>	<b>34</b>
<b>6</b>	<b>RISK RANKING OF SAFETY ISSUES</b>	<b>35</b>
<b>7</b>	<b>BROWSING REFERENCES</b>	<b>37</b>
<b>7.1</b>	<b>Browsing reference documents</b>	<b>38</b>
<b>7.2</b>	<b>Keyword searching</b>	<b>39</b>
7.2.1	General	39
7.2.2	Search Operators	40
<b>8</b>	<b>HELP</b>	<b>41</b>
<b>8.1</b>	<b>Audit information</b>	<b>41</b>
<b>8.2</b>	<b>FAQ</b>	<b>42</b>
<b>9</b>	<b>CONTACT DETAILS AND FEEDBACK</b>	<b>43</b>
<b>10</b>	<b>ADMINISTRATION</b>	<b>44</b>

## Road Safety Audit Toolkit Version v2.0

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Road Safety Audit (RSA) Toolkit software is based on the Austroads Guide to Road Safety – Part 6: Road Safety Audit, 2009, which has been developed for Austroads for Australian and New Zealand Road conditions.

Users from countries other than Australia and New Zealand accept full responsibility for any adverse consequences that may arise from use of the RSA Toolkit.

International user accounts may be created on request. However, assistance or support will not be provided any for these accounts.

## 1 ABOUT THE ROAD SAFETY AUDIT TOOLKIT

The Road Safety Audit (RSA) Toolkit is an on-line tool to assist practitioners to carry out road safety audits.

*A road safety audit is a formal examination of a future road or traffic project or an existing road, in which an independent, qualified team reports on the project's crash potential and safety performance. A road safety audit has the greatest potential for improving safety and is most cost-effective when it is applied to a road or traffic design before the project is built. It can be conducted on any design proposal that involves changes to the ways road users will interact, either with each other or with their physical environment. It is a formal process using a defined procedure. To be effective it must be conducted by people who are independent and who have appropriate experience and training. (Austroads Guide to Road Safety – Part 6: Road Safety Audit, 2009).*

The road safety audit process supports the safe system approach to road safety, which seeks to make allowance for human error and minimise the risk of serious injury or death.

Road safety audits may be carried out as follows:

- (i) Feasibility stage audit
- (ii) Preliminary design stage audit
- (iii) Detailed design stage audit
- (iv) Pre-opening stage audit
- (v) Roadwork traffic scheme audit
- (vi) Existing roads: road safety audit.

Road Safety Audits may also be undertaken for roads associated with land use developments and for target road user groups (eg pedestrians, motorcyclists, bicyclists, etc).

The checklist questions in the Road Safety Audit Toolkit website are based on those in the Austroads Guide to Road Safety – Part 6: Road Safety Audit (2009).

## 2 BACKGROUND

ARRB Group was commissioned by Austroads to complete a computer based road safety audit advisory system.

The computer based 'expert' system is designed to assist road safety auditors by:

- prompting auditors with the *Austroads Guide to Road Safety – Part 6: Road Safety Audit (2009)* checklist questions
- providing a medium in which they can record the location and audit team details
- providing a medium in which auditors can record the findings of an audit in a structured manner based on the *Austroads Guide to Road Safety – Part 6: Road Safety Audit (2009)*
- providing relevant Australasian and jurisdiction specific reference publications and a searching function that allows auditors to interrogate references using 'key words' to identify salient sections
- providing an export function that will allow auditors to generate road safety audit reports.

### 3 SYSTEM REQUIREMENTS

The RSA Toolkit has been designed to operate under the following minimum computer requirements:

Operating System	Windows 98 or later
Processor	Pentium 200 or faster
RAM	64Mb
Hard Disk Drive	100 Mb free space
Monitor and Graphics	15" monitor, 800 x 600 Resolution
Floppy Disk Drive	3.5" 1.44 Mb
Keyboard	Standard
Mouse	Standard
Internet connection	Standard
CD-Rom	Standard
Internet Browsers	Netscape / Internet Explorer

Users should ensure that site pop-ups are allowed on their computer, in order for the program to run properly.

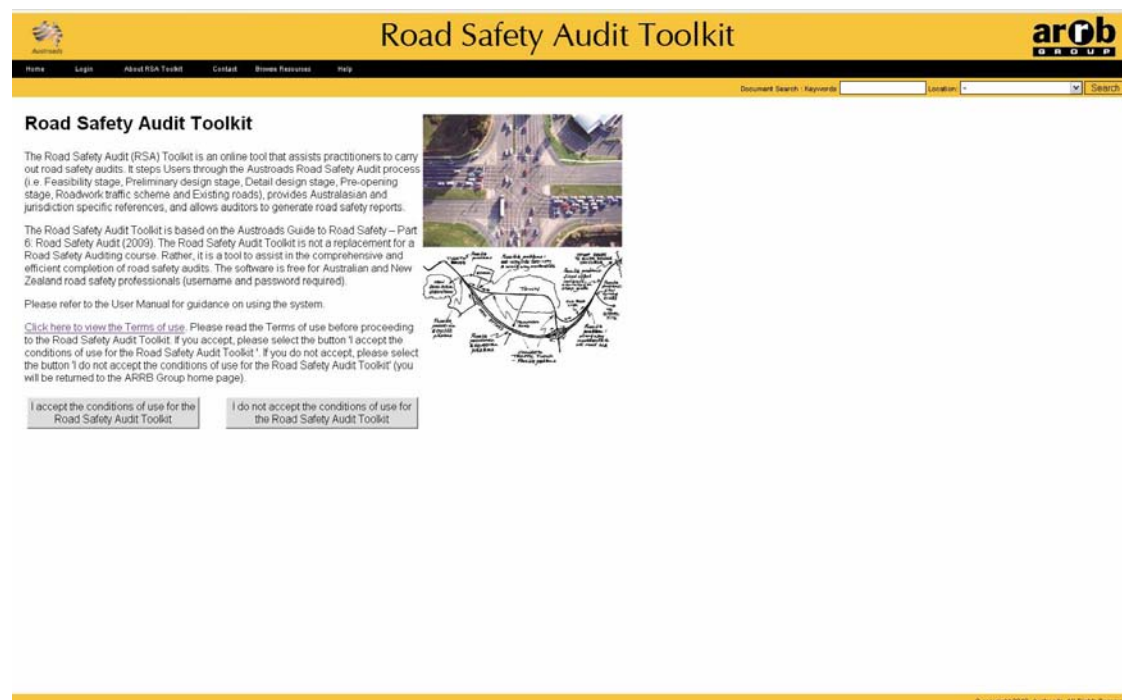
Reporting: Reports are produced in html format and are viewed on screen using your internet browser.

For exporting documents: A word processing program that can import html format files is required.

NB. As with most computer programs, the above are minimum requirements, and performance will improve if these minima are exceeded.

## 4 GETTING STARTED

From the home page, users can accept the conditions for use of the Road Safety Audit Toolkit, and progress to the login screen.

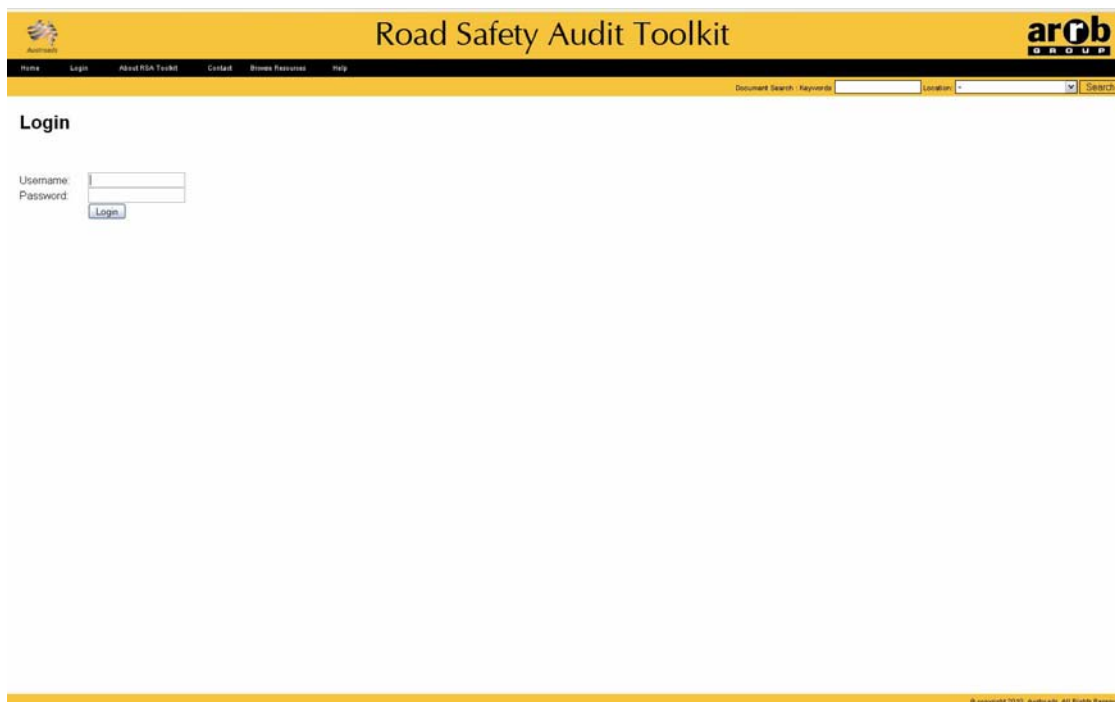


### 4.1 Logging on

The three account types that can be accessed in the RSA Toolkit are:

- Guests
- Users
- Organisations.

A description of the role of each account type is provided below.



The screenshot shows the 'Road Safety Audit Toolkit' web application. The header is yellow with the 'aRob GROUP' logo on the right. A navigation bar below the header contains links: Home, Login, About RSA Toolkit, Contact, Review Resources, and Help. A search bar is located on the right side of the navigation bar. The main content area is white and features a 'Login' section with two input fields for 'Username' and 'Password', and a 'Login' button. At the bottom of the page, there is a yellow footer bar with the text '© copyright 2010, Auditrisk, All Rights Reserved'.

#### 4.1.1 Guests

Guests have all the capabilities of Users (see below) with the exception that they are not able to save audits. They are able to view existing audits within their organisation. Guests can also view public documents in the reference library.

#### 4.1.2 Users

Users can execute the following tasks:

- create audits
- view audits created by other users within their organisation
- edit or delete their own audits (they are not able to edit or delete other Users' audits, even if employed within the same organisation)
- view documents contained within the reference library.

### Group accounts

Group accounts allow multiple logins per user account. A group username is created with multiple passwords, which enables multiple logins at a time to see/ access all audits carried out under the username. To ensure integrity of the audits, only one user is permitted to edit an audit at a time. If a second user tries to edit an audit that is already being edited, the system will advise the user that the selected audit is currently being edited.





### 4.1.3 Organisations

Organisations manage User accounts assigned to them. They can delete audits created by their Users but they do not have the authority to create or edit audits. Organisations are not able to set security for documents in the reference library. Organisations have no authority over other organisations' accounts or audits.

## 4.2 Administration

Two types of users have access to manage administration of accounts and the RSA Toolkit program. These are Administrators and Account Managers. A description of each of their roles is described below.

### 4.2.1 Administrator

ARRB Group behalf of Austroads, is the administrator of the RSA Toolkit. As administrator, ARRB Group has control over all accounts. The Administrator is able to create, edit and delete accounts (i.e. Guests, Users and Organisations). The Administrator is also able to delete audits but are not able to create or edit audits. The Administrator is able to manage documents contained within the reference library.

### 4.2.2 Account managers

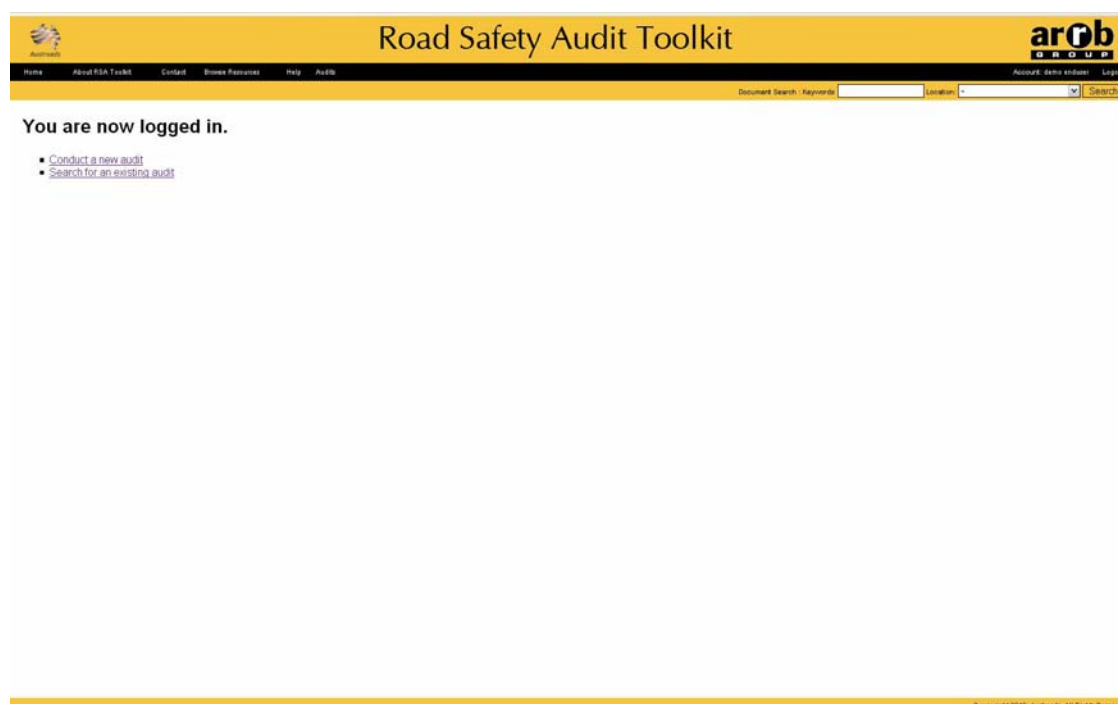
Account managers are permitted to create and edit end-user accounts. There will generally be one or two account managers per large organisation (such as a state road authority). These may be given responsibility by ARRB Group in order to manage accounts of end-users within their organisation, i.e. creating and closing accounts as deemed appropriate. It is recommended that if an account remains inactive for a one year period, the account be closed.

### 4.3 Using the RSA Toolkit

Once you have logged into the RSA Toolkit you can:

- create an audit
- search for an existing audit
- browse the reference library
- search the reference library using keywords
- print a hard copy set of checklist questions.

From any screen of the RSA Toolkit website, the menu bar (located in the header at the top of the page) can be used to access various pages. The menu bar also notes the logged in account name. Users can log out of the system by selecting 'Logout' at the far right side of the menu bar.

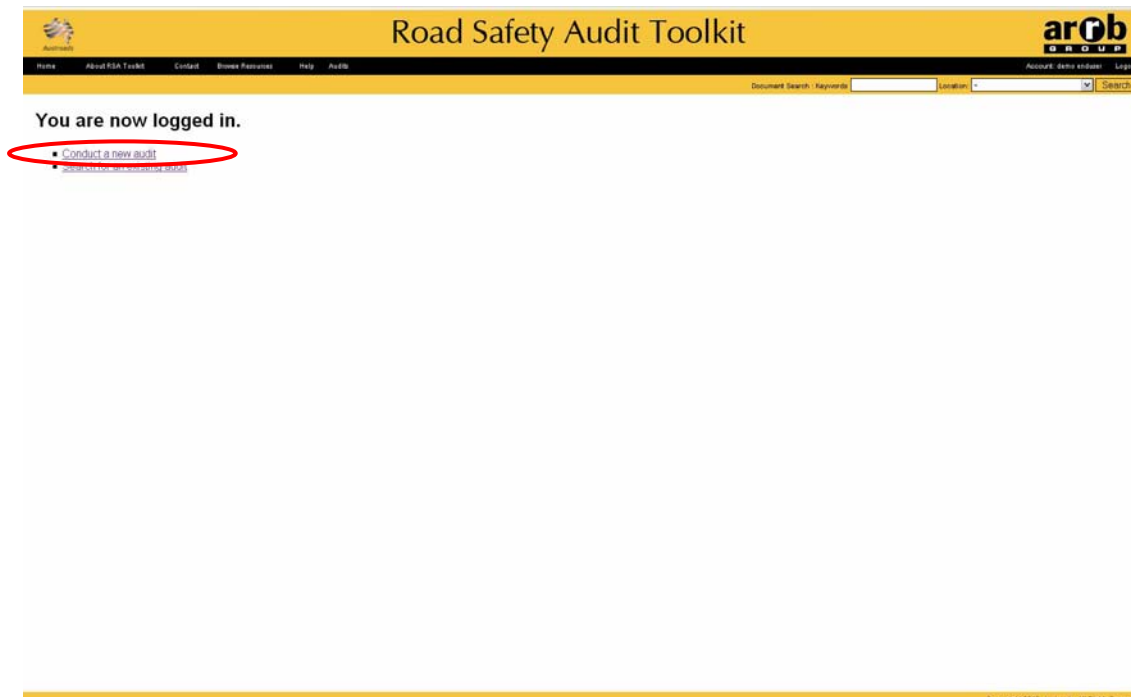


## 5 AUDITS

There are two options for audits, you can conduct a new audit or search for an existing audit.

### 5.1 Conducting a new audit

There are five steps when conducting an audit, details of these are provided below.



#### 5.1.1 Create audit – Step 1: Audit information

##### Filename

Enter in the file name for the audit being created (up to 200 characters).

Some examples include:

- RTANSW23\_04 (eg for RTA NSW, 23<sup>rd</sup> road safety audit conducted for 2004)
- S1AUDIT04\_32
- WRegion10\_03

##### Project name

Enter the name of the project. This should be a concise description of the project, eg. Heatherton Rd / Belgrave – Hallam Rd intersection works.

*This is included in the project information at the start of the reports.*

##### Start date

Enter the date that the audit was started (eg 1/05/2004).

##### Finish date

Enter the date that the audit was finished.

It should be noted that only one set of start and finish dates can be assigned to a project. Therefore, for projects involving multi-stage audits, it is suggested that these fields be updated for the current audit stage for the project. The dates that previous audit stages were undertaken can be noted in the Summary Notes section (Step 4 of the Create Audit screens).

*The Start and Finish dates are included in the project information at the start of the reports.*

### **Client details**

Enter the name of the client for which the audit is being conducted. This may be a governmental road agency, a road construction contractor, private developer, design consultant etc.

*This is included in the project information at the start of the reports.*

### **Reason for audit**

Enter the reason for the audit. This may be to fulfil corporate guidelines or policy, to meet a request from a contractor or consultant, or to respond to a complaint from a member of the public etc.

*This is included in the Audit Details section of the Detailed Audit Reports and Audit Report of Checklist Questions.*

### **Responsible road authority**

Enter the name of the road authority or road authorities responsible for the road(s) on which the audit is being conducted (eg VicRoads, Main Roads WA, City of Bendigo).

If there is no responsible road authority, Not Applicable or N/A should be entered. In some jurisdictions this may be a private company, eg shopping centre access roads, university roads.

*This is included in the Client Details section of the Detailed Audit Reports and Audit Report of Checklist Questions.*

### **Country**

Select the country that the audit is being conducted in. There are two countries to choose from – Australia and New Zealand.

### **State**

If Australia has been selected in the country field, then you must also select a state. If New Zealand has been selected then this is also shown in the 'State' field.

The Australian states and territories include:

- New South Wales
- Northern Territory
- Queensland
- South Australia
- Tasmania
- Victoria
- Western Australia
- Australian Capital Territory.

*This is included in the Location Details section of the Detailed Audit Reports and Audit Report of Checklist Questions.*

## Stage

Enter the stage of the audit. The checklist questions that are presented in the following sections of the RSA Toolkit are dependent on what audit stage and state/territory have been selected.

*This is included in the Audit Details section of the Detailed Audit Reports and Audit Report of Checklist Questions.*

## Road type

From the drop down box, select the road type for which the audit is being conducted. You are able to select from the following:

- State/territorial: roads that fall under the jurisdiction of the relevant state or territorial road authority; in the case of New Zealand these will include state highways.
- Local: roads that fall under the jurisdiction of local government authorities; in the case of New Zealand these will be roads other than state highways.
- Unknown or Not Applicable: if the road type is unknown or the audit is for a road type that is not under the direct control of a governmental road authority.

*This is included in the Audit Details section of the Detailed Audit Reports and Audit Report of Checklist Questions.*

The screenshot displays the 'Road Safety Audit Toolkit' web application. The header is yellow with the 'aRob GROUP' logo on the right. Below the header is a navigation bar with links: Home, About RSA Toolkit, Contact, Browse Resources, Help, and Audit. A search bar is located on the right side of the header. The main content area is titled 'Create Audit' and features a 'Continue >' button. Under the heading 'Step 1: Audit information', there are several input fields: 'Filename (?)', 'Other relevant audits', 'Project name', 'Start date', 'Finish date', 'Client details', 'Reason for audit', and 'Responsible road authority'. To the right of these fields are radio buttons for 'Country' (Australia and New Zealand), a 'State' dropdown menu, a 'Stage' dropdown menu, and a 'Road type' dropdown menu. The footer of the page is yellow and contains the copyright notice: '© copyright 2010, Australia. All Rights Reserved'.

### 5.1.2 Create audit – Step 2: Audit location (optional)

**Region**

Enter the region in which the audit is being conducted. For example, this may be a region associated with a state/territorial or local government road agency.

*This is included in the project information at the start of the reports.*

**Council**

Enter the local government area or areas in which the audit is being undertaken.

*This is included in the project information at the start of the reports.*

**Location name**

Enter the name of the location being audited such as the intersecting roads, the length of road being audited, or a short length such as a bridge or a parking area.

*This is included in the project information at the start of the reports.*

**Type of Feature**

Enter a description of the location, ie. an intersection, length of road, or a single location such as a bridge etc.

*This description is included in the project information at the start of the reports.*

**Length (km)**

Enter the length of the section of road(s) being audited - in kilometres.

**Map/Plan Used**

Enter the name of the map or plan used to define the location of the audit.

*This is included in the Location Details section of the Detailed Audit Reports and Audit Report of Checklist Questions.*

**Date of Map/Plan**

Enter the date on the Map/Plan being used. If no map or plan is being used, the audit start date, finish date or some date in between etc. should be entered.

**Map/Plan Number**

Enter the number of the map or plan used to define the location of the audit.

**X Pos**

Enter the X position on the map or plan, or the longitudinal position of the start of the audit.

**Y Pos**

Enter the Y position on the map or plan, or the latitudinal position of the start of the audit.

---

**Start Location**

Enter a text description of the start location of the audit (eg name of side street and / or chainage).

**End Location**

Enter a text description of the end location of the audit.

**Site visit information**

Weather, light and road surface condition information can be provided for two site inspections (for instance, if a day-time and night-time inspection was required). A date for each visit is also assigned.

*This is included in the Audit Details section of the Detailed Audit Reports and Audit Report of Checklist Questions.*

**Date of site visit**

Enter the date that the audit was started (eg 1/05/2004).

**Weather Condition**

From the drop down box, select the appropriate weather condition during which the audit was undertaken. Choices include:

- Clear
- Raining
- Snowing
- Fog
- Dust
- Smoke
- Unknown or not applicable.

**Light Condition**

From the drop down box select the appropriate light condition applicable at the time of audit. Choices include:

- Light
- Dark
- Dusk
- Dawn
- Light and dark
- Unknown or not applicable.

## Road Surface

From the drop down box select the appropriate road surface condition applicable at the time of audit. Choices include:

- Dry
- Wet
- Muddy
- Snowy
- Icy
- Unknown or not applicable.

The screenshot shows the 'Create Audit' form in the 'Road Safety Audit Toolkit' web application. The header is yellow with the 'aurob GROUP' logo on the right. Below the header is a navigation bar with links: Home, About RSA Toolkit, Contact, Browser Permissions, Help, and Audit. A search bar is also present. The main content area is titled 'Create Audit' and includes a '< Back' button and a 'Continue >' button. The form is for 'Step 2: Audit Location' and contains two columns of input fields. The left column includes: Region(s), Council(s), Location Name, Type of Feature, Length (km), Map/Plan Used, Date of Map/Plan, Map/Plan Number, X Pos, Y Pos, Start Location, and End Location. The right column includes: Date of site visit 1, Weather Condition, Light Condition, Road Surface, and a section for a second site visit with similar fields. A note states: 'Please complete following if second site visit undertaken.' The footer is yellow and contains the copyright notice: '© copyright 2015, Australia. All Rights Reserved.'



### 5.1.3 Create audit – Step 3: Team members

This screen allows the user to record details of the team members who are conducting the audit. Team members can be added, deleted or edited. Once the information for the team member has been entered into the appropriate fields (which are described below) the team member is added by pressing the 'Add Team Member' button. At least one team member is required to be entered per audit.

For each team member the following information is recorded:

**Title**

Enter the title of the audit team member, for example Mr, Mrs, Ms, Dr etc.

**First name**

Enter the first name of the audit team member.

**Surname**

Enter the surname of the audit team member.

**Team Position**

Enter the team position of the audit team member, eg. senior auditor, observer, auditor etc.

*The Title, First name, Surname and Team Position of each team member is included in the Audit Team Details section of the Detailed Audit Reports and Audit Report of Checklist Questions.*

**Phone (optional)**

Enter the contact phone number for the audit team member.

**Fax (optional)**

Enter the fax number for the audit team member.

**Email (optional)**

Enter the email address of the audit team member.

**Company (optional)**

Enter the name of the company to which the audit team member belongs.

**Address (optional)**

Enter the street number and name for the mailing address of the audit team member.

**Suburb (optional)**

Enter the suburb for the mailing address of the audit team member.

**Country (optional)**

Select the country for the mailing address of the audit team member.

### State (optional)

Select the appropriate state for the mailing address of the audit team member.

### Postcode (optional)

Enter the postcode for the mailing address of the audit team member.

### Additional Information (optional)

Enter any additional relevant information about the audit team member (eg. qualifications, experience).

**Road Safety Audit Toolkit**

Home About RSA Toolkit Contact Browse Resources Help Audit

Document Search: Keywords Location Search

**Create Audit**

[< Back](#) [Continue >](#)

**Step 3: Team Members**

**Current Team Members:**  
There are currently 0 Members

**Add Team Member**

Use Existing Team Member:

Title  Phone   
 First Name  Fax   
 Surname  Email   
 Team Position  Company   
 Address   
 Suburb

Additional Information (e.g. accreditation level)

Country ☒ Australia ☐ New Zealand  
 State  Postcode

[Add Team Member](#)

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### 5.1.4 Create audit – Step 4: Summary notes

The 'Summary notes' screen allows the user to enter in any additional information relating to the audit. Once the date and content of the note have been entered, pressing the 'Add Note' button saves the summary note. More than one summary note can be stored against an audit.

It should be noted that summary notes are stored at an 'audit' level not at a 'stage' level.

*This is included in the Summary Notes section of the Detailed Audit Reports and Audit Report of Checklist Questions.*

Date Made	Content	Edit	Delete
13/07/2010	This is a summary note	<a href="#">Edit</a>	<a href="#">Delete</a>

### 5.1.5 Create audit – Step 5: The checklist questions

Once the general information about the audit has been entered, the user is prompted to answer a series of checklist questions. The number and subject of the questions vary depending upon the jurisdiction and stage selected for the audit.

The checklist questions are based on those provided in the *Austroads Guide to Road Safety – Part 6: Road Safety Audit (2009)*.

The screenshot shows the 'Road Safety Audit Toolkit' web application. The header is yellow with the 'arob GROUP' logo on the right. Below the header is a navigation bar with links: Home, About RSA Toolkit, Contact, Browse Resources, Help, and Audit. A search bar is located on the right side of the navigation bar. The main content area is titled 'Create Audit' and includes a 'Back' button and a 'Continue' button. The text below the buttons reads: 'Step 5: Checklist Introduction'. It states: 'You are about to answer a series of checklist questions.' It also mentions: 'Users may navigate through the checklist questions by either selecting the Next or Previous buttons or by using the navigation menu on the left hand side of the screen.' It notes: 'The sections that have been answered are shown as green in the navigation menu with a tick placed beside the section number and name.' It explains: 'Checklist questions may be answered by checking the appropriate tick box (Yes, No, N/A or Not enough information)'. Finally, it states: 'A number of Issues/Comments can also be entered against each checklist question. This is done by selecting the Add Issue/Comment button found under the checklist questions. When selected a box will be displayed where a description and location of the issue can be described, and a priority assigned.'

## Navigating from Audit information to Checklist questions

Once an audit has been created in the RSA Toolkit system, users are able to navigate (or switch) between the Audit information section (which provides the background information for the audit, as per Section 5.1.1 to 5.1.4 of this document) and the Checklist questions by selecting the 'Skip to Questions' or 'Back to Audit Information' buttons, as appropriate.

The image contains two screenshots of the Road Safety Audit Toolkit web application.

The top screenshot shows the 'Feasibility stage audit' screen. The header includes the 'Road Safety Audit Toolkit' title and the 'arob GROUP' logo. A navigation menu on the left lists various sections, with 'Feasibility stage audit' selected. A red circle highlights the 'Back to Audit Information' button in the top left corner. The main content area displays 'Stage 1: Feasibility stage audit' with sub-topics like 'General topics' and 'Scope of project, function, traffic mix'. Buttons for 'Mark all N/A for Topic', 'Save responses', and 'Next >' are visible.

The bottom screenshot shows the 'Create Audit' screen. The header is identical to the top screenshot. A red circle highlights the 'Skip to Questions >>' button in the top right corner. The main content area is titled 'Step 1: Audit information' and contains a form with fields for 'Filename', 'Other relevant audits', 'Project name', 'Start date', 'Finish date', 'Client details', 'Reason for audit', and 'Responsible road authority'. There are also dropdown menus for 'Country' (Australia, New Zealand), 'State' (New South Wales), and 'Road type' (State/Territorial).

## Navigating through the checklist questions

Users are able to navigate through the checklist questions by either selecting the 'Next' or 'Previous' buttons or by using the navigation menu on the left side of the screen. The sections that have been answered are shown as green in the navigation menu with a tick placed beside the section number and name.

## Answering the checklist questions

Checklist questions may be answered:

- at the topic level,
- at the sub-topic level, or
- individually.

### Topic level

Sometimes a whole topic is not applicable (for instance if auditing an *existing road* length that does not have any traffic signals). Users may answer all questions in a topic N/A (not applicable) by selecting the 'Mark all N/A for Topic' button at the top of the list of questions.

Answering questions using this method will assign the N/A to all questions for that topic. Therefore, answering questions in this fashion should only be used if all questions in that topic are not applicable. Answers to questions will be automatically saved if questions are answered in this fashion.

Responses to individual questions may be changed, and issues/comments added as per below.

*It must be remembered that if individual question responses are changed, in order for these changes to be saved, users must select the 'Save Responses' button or the 'Next' or 'Previous' buttons, which will also take users to the next or previous screen of questions.*

The screenshot displays the 'Road Safety Audit Toolkit' web interface. The header includes the 'arob' logo and navigation links. The main content area is titled 'Stage 6: Existing roads: road safety audit'. Under 'Topic 1: Road alignment and cross section', there is a sub-topic 'Sub-Topic 1: Visibility, sight distance'. A button labeled 'Mark all N/A for Topic' is circled in red. Below this, there are three questions with radio button options (Yes, No, N/A, Not enough information) and an 'Add Issue / Comment' button. The interface also includes a 'Save responses' button and a 'Next >' button. A left sidebar shows a checklist of topics, with 'Existing roads: road safety audit' selected.

## Sub-topic level

All questions in a sub-topic may be answered by selecting a circular option button at the top of the list of questions for each sub-topic, next to the following responses:

- Yes
- No
- N/A (ie. not applicable)
- Not enough information.

Answering questions using this method will assign the same response to all questions for that sub-topic. Therefore, answering questions in this fashion should only be used if the chosen response is relevant to all questions in the sub-topic. Answers to questions will be automatically saved if questions are answered in this fashion.

Responses to individual questions may be changed, and issues/comments added as per below.

*It must be remembered that if individual question responses are changed, in order for these changes to be saved, users must select the 'Save Responses' button or the 'Next' or 'Previous' buttons, which will also take users to the next or previous screen of questions.*

**Road Safety Audit Toolkit**

arob GROUP

Home About RSA Toolkit Contact Browse Resources Help Audit

Document Search: Keywords Location Search

Account Edit my details Logout

Back to Audit Information

Checklist:

Existing roads: road safety audit

☐ 6.1 Road alignment and cross-section  
     ☐ 6.1.1 Visibility, sight distance  
         ☐ 6.1.1.1 Vision lines  
         ☐ 6.1.1.2 Speed limit and design  
         ☐ 6.1.1.3 Cross-section  
         ☐ 6.1.1.4 Sightability by driver  
         ☐ 6.1.1.5 Shoulder  
         ☐ 6.1.1.6 Curb  
         ☐ 6.1.1.7 Buffer distance  
         ☐ 6.1.1.8 Other  
         ☐ 6.1.1.9 Other  
         ☐ 6.1.1.10 Other  
         ☐ 6.1.1.11 Other  
         ☐ 6.1.1.12 Other  
         ☐ 6.1.1.13 Other  
         ☐ 6.1.1.14 Other  
         ☐ 6.1.1.15 Other  
         ☐ 6.1.1.16 Other  
         ☐ 6.1.1.17 Other  
         ☐ 6.1.1.18 Other  
         ☐ 6.1.1.19 Other  
         ☐ 6.1.1.20 Other

Stage 6: Existing roads: road safety audit

Topic 1: Road alignment and cross-section

Sub-Topic 1: Visibility, sight distance

Mark all in Sub-topic: Yes No N/A Not enough information

Save responses Next >

Find documents about this sub-topic

Is sight distance adequate for the speed of traffic using the route?

☐ Yes ☐ No ☐ N/A ☐ Not enough information

Add Issue / Comment

Current Issues: 0

Is adequate sight distance provided for intersections and crossings? (for example, pedestrian, cyclist, cattle, railway.)

☐ Yes ☐ No ☐ N/A ☐ Not enough information

Add Issue / Comment

Current Issues: 0

Is adequate sight distance provided at all private driveways and property entrances?

☐ Yes ☐ No ☐ N/A ☐ Not enough information

Add Issue / Comment

Current Issues: 0

Save responses Next >

## Individual questions

Each checklist question can be answered by selecting the circular option button next to the following responses (only 1 response per question is permitted):

- Yes
- No
- N/A (ie. not applicable)
- Not enough information

A number of issues/comments can also be entered against each checklist question.

*In order for answers to be saved, users must select the 'Save Responses' button or the 'Next' or 'Previous' buttons, which will also take users to the next or previous screen of questions. If a user answers or amends a response, and then browses through questions via the navigation menu on the left side of the screen without selecting to first 'save responses', the selections or amendments will not be saved.*

The screenshot displays the 'Road Safety Audit Toolkit' web application. The header includes the title 'Road Safety Audit Toolkit' and the 'arob' logo. The navigation menu on the left lists various audit topics, with 'Existing roads: road safety audit' selected. The main content area shows 'Stage 6: Existing roads: road safety audit' and 'Topic 1: Road alignment and cross section'. A checklist on the left lists items like '1. Road alignment and cross section', '2. Design speed', '3. Speed limit and signage', etc. The right-hand panel contains questions with radio button options. A red circle highlights the question: 'Is the horizontal and vertical alignment suitable for the (85th percentile) traffic speed?'. Below the question are four radio button options: 'Yes', 'No', 'N/A', and 'Not enough information'. There is also a link 'Add Issue / Comment' and a 'Comment Issues' section. At the bottom of the panel are buttons for 'Previous', 'Save responses', and 'Next'.





## Location

Once the description has been entered a location needs to be assigned to the 'issue/comment'. This can be a description such as '100m north of James Crescent' or a chainage reference such as 'Ch. 532.00' etc.

## Priority

Assign a priority to the 'issue/comment', the choices are listed below. More information on assigning priorities can be found under Section 6 - 'Risk Assessment Process and Assigning Priorities'.

- Intolerable
- High
- Medium
- Low
- Comment only.

To save the issue or comment, press the 'Add Issue' button.

**Road Safety Audit Toolkit**

Stage 6: Existing roads: road safety audit

Topic 1: Road alignment and cross section

Sub-Topic 5: Readability by drivers

Mark all in Sub-topic: ☐ Yes ☐ No ☐ N/A ☐ Not enough information

Is the road free of elements that may cause confusion?

For example:

- is alignment of the roadway clearly defined?
- has disused pavement (if any) been removed or treated?
- have old pavement markings been removed recently?
- do tree lines follow the road alignment?
- do the line of street lights or the poles follow the road alignment?

☐ Yes ☒ No ☐ N/A ☐ Not enough information

**Add Issue / Comment**

Description:

Location:

Image:

Priority:

**Add Issue** **Cancel**

– does the line of street lights or the poles follow the road alignment?

☐ Yes ☒ No ☐ N/A ☐ Not enough information



**Add Issue / Comment**

+ Current Issues - 1

Date	Description	Location	Image	Priority		
13/07/2010	old pavement markings difficult to see, particularly in poor light conditions	Intersection of A road and B road - western leg on approach to intersection	No Image	High	<a href="#">Delete</a>	<a href="#">Edit</a>

## Adding a photo / images to an issue/comment

Photos or images may be assigned to checklist questions through issues / comments. This is done by clicking the 'Select image' link found below the 'location' description box for the issue / comment. When selected, users will be prompted to browse to (and save) the relevant image.

**Road Safety Audit Toolkit**

Stage 6: Existing roads: road safety audit  
 Topic 1: Road alignment and cross section  
 Sub-Topic 5: Readability by drivers  
 Mark all in Sub-topic: ☐ Yes ☐ No ☐ N/A ☐ Not enough information

Is the road free of elements that may cause confusion?  
 For example:  
 - is alignment of the roadway clearly defined?  
 - has disused pavement (if any) been removed or treated?  
 - have old pavement markings been removed properly?  
 - do tree lines follow the road alignment?  
 - does the line of street lights or the poles follow the road alignment?

☐ Yes ☒ No ☐ N/A ☐ Not enough information

**Add Issue / Comment**

Date	Description	Location	Image	Priority
13/07/2010	old pavement markings difficult to see, particularly in poor light conditions	Intersection of A road and B road - modern leg on approach to intersection	No image	High

Is the road free of misleading curves or combinations of curves?  
☐ Yes ☒ No ☐ N/A ☐ Not enough information

**Add Issue / Comment**

Date	Description	Location	Image	Priority
13/07/2010	There is a curve to the left immediately after the (1st) curve to the right. Curve warning and advisory speed signs may be appropriate.	Mid-block - A road	13/07/2010	Medium

Description: There is a curve to the left immediately after the (1st) curve to the right. Curve warning and advisory speed signs may be appropriate.

Location: Mid-block - A road

Image: [Select image](#)

Priority: Medium [Update Issue](#)

Is the road free of misleading curves or combinations of curves?

☐ Yes ☒ No ☐ N/A ☐ Not enough information

**Add Issue / Comment**

+ Current Issues - 1

Date	Description	Location	Image	Priority		
13/07/2010	There is a curve to the left immediately after the (1st) curve to the right. Curve warning and advisory speed signs may be appropriate.	Mid-block - A road	<a href="#">View image</a>	Medium	<a href="#">Delete</a>	<a href="#">Edit</a>

## Editing or deleting an issue/comment

The number of current issues/comments that have been saved against a checklist question are shown under the 'Add Issue/Comment' button. To view the issues/comments, select 'Current Issues'. A pop up box will then be displayed showing the current issues/comments. The user then has the option to either edit or delete the issue/comment.

**Road Safety Audit Toolkit**

Stage 6: Existing roads: road safety audit

Topic 1: Road alignment and cross section

Sub-Topic 5: Readability by drivers

Mark all in Sub-topic: ☐ Yes ☐ No ☐ N/A ☐ Not enough information

Is the road free of elements that may cause confusion?

For example:

- is alignment of the roadway clearly defined?
- has disused pavement (if any) been removed or treated?
- have old pavement markings been removed properly?
- do tree lines follow the road alignment?
- does the line of street lights or the poles follow the road alignment?

☐ Yes ☒ No ☐ N/A ☐ Not enough information

**Add Issue / Comment**

Date	Description	Location	Image	Priority	
13/07/2010	old pavement markings difficult to see, particularly in poor light conditions	Intersection of A road and B road - western leg on approach to intersection	No image	High	1/20/10

Is the road free of misleading curves or combinations of curves?

☐ Yes ☒ No ☐ N/A ☐ Not enough information

**Add Issue / Comment**

Date	Description	Location	Image	Priority	
13/07/2010	There is a curve to the left immediately after the (1st) curve to the right. Curve warning and advisory speed sign may be appropriate.	Mid-block - A road	13/07/2010	Medium	1/20/10

Description: There is a curve to the left immediately after the (1st) curve to the right. Curve warning and advisory speed sign may be appropriate.

Location: Mid-block - A road

Image:

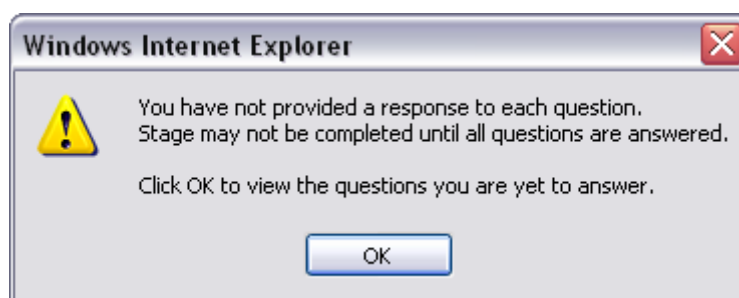
Priority: Medium

### 5.1.6 Completing the audit stage

Once the user has reached the end of the audit questions, a 'finish stage' button is available for selection.

If all questions in the stage have been answered, the user will be directed to the 'Audit Reports' screen, from where they can select the stage of the audit for which the report is required and the type of report that is to be created. Alternatively users may return to the 'Audit Menu' screen. Refer to Section 5.2.3 of this manual for further information on creating reports.

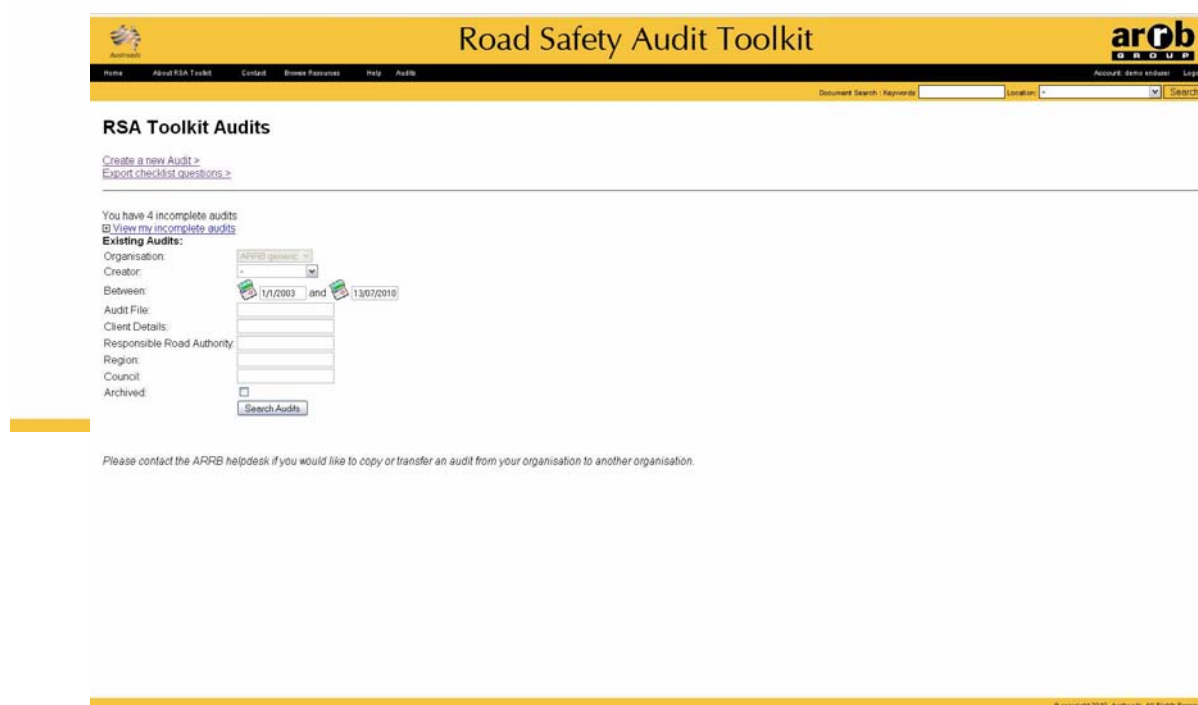
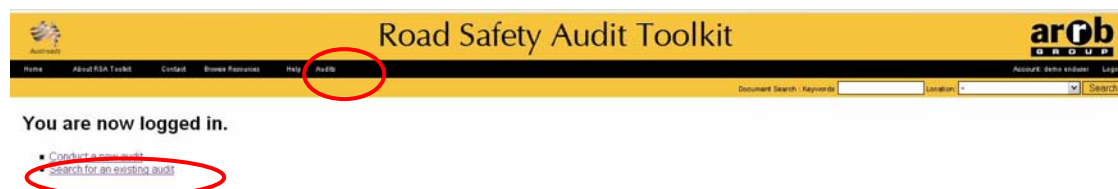
If all questions in the stage have not been answered, users will be reminded with the text 'You have not provided a response to each question. Stage may not be completed until all questions are answered. Click OK to view the questions you are yet to answer.' Users will then be returned a list of all incomplete checklist questions, in order to complete them.



## 5.2 Searching for existing audits

If the user wishes to search for an existing audit, this can be done by selecting the 'Search for an existing audit' link once logged in. This will take the user to the Audits screen. Alternatively, the user can select the 'Audits' link in the menu bar (located in the header at the top of the page) at any time.

From the Audits screen, incomplete audits may be viewed, or completed audits may be searched. In addition, checklist questions for all audit stages may be generated from here.



### 5.2.1 Viewing your incomplete audits

The number of incomplete audits that you have saved in the system is shown. To view these audits select the link titled 'View my incomplete audits'. A table will then be displayed listing the user's incomplete audits and the following information:

- Audit ID
- Audit File (specified by the user)
- Project
- Start Date
- End Date.

Users then have the option of completing or deleting each audit.

**Road Safety Audit Toolkit**

Home About RSA Toolkit Contact Browse Resources Help Audits Account: demo enduser Logout

Document Search : Keywords  Location:  Search

### RSA Toolkit Audits

[Create a new Audit >](#)  
[Export checklist questions >](#)

You have 3 incomplete audits  
☐ [Hide my incomplete audits](#)

Audit ID	Audit File	User	Project	Start Date	End Date		
191	MRWA_001		Main Roads	15/01/2005	18/01/2005	<a href="#">Complete</a>	<a href="#">Delete</a>
324	RTA_NSW_11_04		Safety Road	11/04/2007	15/05/2007	<a href="#">Complete</a>	<a href="#">Delete</a>
323	demo audit		intersection of A and B	27/05/2007	29/05/2007	<a href="#">Complete</a>	<a href="#">Delete</a>

For audits where users that have completed one stage of audit questions for a particular project, and then have commenced (but not completed) another stage of audit questions, the project will be included in the completed audits table as per below.

### 5.2.2 Searching completed audits

Users can search completed audits created by users within their own organisation by specifying the following information:

#### Organisation

This field is set to the organisation for which your account is attached, users cannot view audits created by persons from other organisations.

#### Creator

Enter the user name of the person who created the audit for which you are searching.

#### Between

Enter the dates between which you wish to search for audits.

#### Audit File

Enter the audit file number, as specified by the user, that you wish to search for.

#### Client Details

Enter the details of the client for the audit(s).

## Responsible Road Authority

Enter the details of the responsible road authority for the audit(s).

## Region

Enter the region in which the audit was conducted.

## Council

Enter the council in which the audit was conducted.

Once the above information has been entered, select the 'Search Audits' button and the list of audits that match the chosen search criteria will be displayed. The user can then either:

- delete the audit (if they have the authority)
- review the audit
- view audit reports.

The stage column of the completed audits table indicates whether an audit is **complete** or commenced but currently **incomplete**. Audits (incomplete or complete) may be completed or amended by selecting to review the project.

The screenshot shows the 'Road Safety Audit Toolkit' web application. The header includes the 'arob GROUP' logo and navigation links. The main content area is titled 'RSA Toolkit Audits' and features a search filter section on the left with fields for Organisation, Creator, Between (date range), Audit File, Client Details, Responsible Road Authority, Region, Council, and Archived. A 'Search Audits' button is at the bottom of the filters. Below the filters, a message states 'You have 4 incomplete audits' with a link to 'View my incomplete audits'. The search results section displays a table with 10 results, showing columns for Audit ID, Audit File User, Project, Start Date, End Date, Stage, and actions (Delete, Archive, Review, View Report). The table lists various road projects and their audit stages, such as 'Main Rd - resal', 'Mawlan Road Extension', 'Jimmy Road', 'Wesga Rd/Dhan Rd roundabout', 'Private access/road', 'Private Rd - Road Safety Audit', 'Collective Local Intersection', and 'Thameside water'. At the bottom, a footer note reads: 'Please contact the ARRB helpdesk if you would like to copy or transfer an audit from your organisation to another organisation.'



### 5.2.3 Creating a road safety audit report

Audit reports can be created for completed audits only. This is done by selecting the 'View audit reports' link.

Users are then prompted to select the stage of the audit for which the report is required and the type of report that is to be created.

Users can select from the following report types:

- Detailed audit report by category: this report displays the issues/comments by checklist question category.
- Detailed audit report by priority: this report type displays the issues/comments by priority.
- Corrective action report by category: this report lists all the issues/comments in a corrective action report format by category.
- Corrective action report by priority: this report lists all the issues/comments in a corrective action report format by priority.
- Audit report of checklist questions: this report provides a fully answered set of checklist questions (as per the 'Yes', 'No', 'N/A' or 'Not enough information' responses selected for each question).

Note: When creating corrective action reports, users can choose to include or omit the RRCR or BCR column.

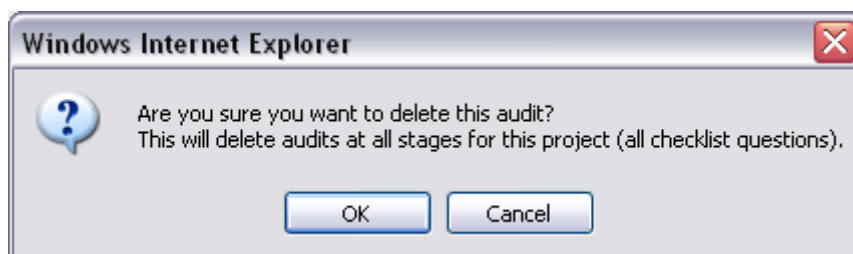
### 5.3 Transferring audits

Audits may be copied from one organisation to another. Please contact the ARRB RSA Toolkit helpdesk if you would like to transfer an audit from your organisation to another, on [rsatoolkit@arrb.com.au](mailto:rsatoolkit@arrb.com.au).

## 5.4 Deleting audits

Audits may be deleted from the Audits screen. You may edit or delete any audit you have created. However, you are not able to edit or delete audits created by others, even if employed within the same organisation.

Remember that under one audit, more than one stage of checklist questions may have been commenced and/or completed. By deleting the audit from the system, all information relating to this project will be deleted.



## 5.5 Printing checklist questions

Checklists for all audit stages (outlined in section 1 of this document) can be generated from the website, by selecting the 'Export checklist questions' option from the Audits screen. Checklists are produced in the same style as per Austroads Guide to Road Safety – Part 6: Road Safety Audit (2009).

**RSA Toolkit Audits**

[Create a new Audit](#)  
[Export checklist questions >](#)

You have 7 incomplete audits

**Checklist 4 : Pre-opening stage audit**

Issue	Yes	No	Comment
<b>4.1 General topics</b>			
<b>1 Changes since previous audit; translation of design into practice</b>			
General check: have any matters that have changed since a previous audit been executed safely?			
Has the translation of the design into practice been executed safely?			
<b>2 Drainage</b>			
Is the drainage of the road and surrounds adequate?			
<b>3 Climatic conditions</b>			
Are any facilities put in place to counter climatic problems effective?			
<b>4 Landscaping</b>			
Is the planting and species selection appropriate from a safety point of view?			
Is vegetation/landscaping frangible in locations where vehicles may run off the road?			
Is visibility maintained past or over vegetation/landscaping (particularly for pedestrian safety)? Will this continue to be so once plants grow and mature?			

## 6 RISK RANKING OF SAFETY ISSUES

The priority drop down box that is part of adding an 'Issue / Comment' has five levels of priority that can be assigned. These are:

- Intolerable
- High
- Medium
- Low
- Comment Only.

The tables below may help provide an indication of the level of risk and how to respond to it. This is not a scientific system and professional judgement should be used. The tables are from Section 4.8 of the *Austroads Guide to Road Safety – Part 6: Road Safety Audit* (2009). To identify the risk level:

1. determine the frequency that crashes are likely to occur due to the problem (Table 6.1)
2. determine the likely severity of the resulting crash-type (Table 6.2)
3. using steps 1 & 2, identify the resulting level of risk (Table 6.3)
4. suggested treatment approaches for different levels of risk are identified in Table 6.4.

**Table 6.1: How often is the problem likely to lead to a crash**

Frequency	Description
Frequent	Once or more per week
Probable	Once or more per year (but less than once per week)
Occasional	Once every five or ten years
Improbable	Less often than once every ten years

**Table 6.2: What is the likely severity of the resulting crash-type?**

<b>Severity</b>	<b>Description</b>	<b>Examples</b>
<b>Catastrophic</b>	Likely multiple deaths	<ul style="list-style-type: none"> <li>• High-speed multi-vehicle crash on freeway</li> <li>• Car runs into crowded bus stop</li> <li>• Bus and petrol tanker collide</li> <li>• Collapse of a bridge or tunnel</li> </ul>
<b>Serious</b>	Likely death or serious injury	<ul style="list-style-type: none"> <li>• High or medium-speed vehicle/vehicle collision</li> <li>• High or medium-speed collision with a fixed roadside object</li> <li>• Pedestrian or cyclist struck by a car</li> </ul>
<b>Minor</b>	Likely minor injury	<ul style="list-style-type: none"> <li>• Some low-speed vehicle collisions</li> <li>• Cyclist falls from bicycle at low speed</li> <li>• Left-turn rear-end crash in a slip lane</li> </ul>
<b>Limited</b>	Likely trivial injury or property damage only	<ul style="list-style-type: none"> <li>• Some low speed vehicle collisions</li> <li>• Pedestrian walks into an object (no head injury)</li> <li>• Car reverses into post</li> </ul>

**Table 6.3: The resulting level of risk**

	<b>Frequent</b>	<b>Probable</b>	<b>Occasional</b>	<b>Improbable</b>
<b>Catastrophic</b>	Intolerable	Intolerable	Intolerable	High
<b>Serious</b>	Intolerable	Intolerable	High	Medium
<b>Minor</b>	Intolerable	High	Medium	Low
<b>Limited</b>	High	Medium	Low	Low

**Table 6.4: Treatment approach**

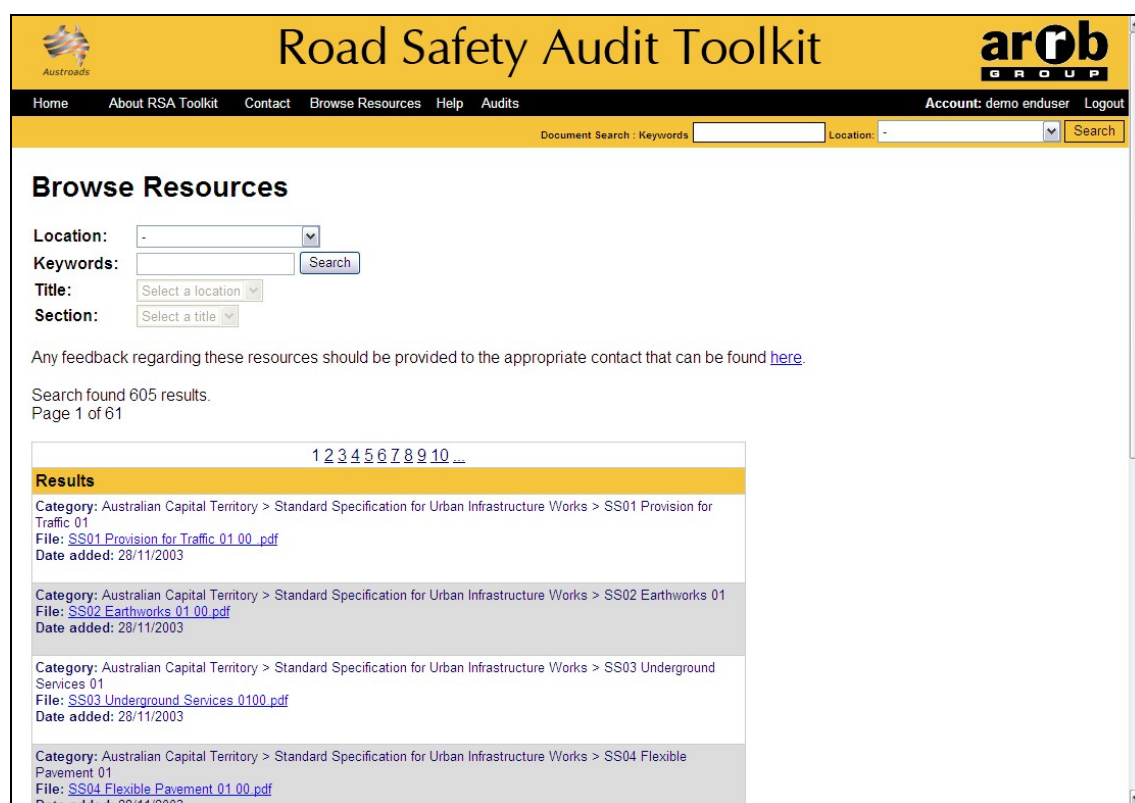
<b>Risk</b>	<b>Suggested treatment approach</b>
Intolerable	Must be corrected.
High	Should be corrected or the risk significantly reduced, even if the treatment cost is high.
Medium	Should be corrected or the risk significantly reduced, if the treatment cost is moderate, but not high.
Low	Should be corrected or the risk reduced, if the treatment cost is low.

Source: Austroads Guide to Road Safety – Part 6: Road Safety Audit (2009)

## 7 BROWSING REFERENCES

Documents contained within the reference library can be browsed or searched using a keyword approach. Each reference document is specified by the following:

- Location
- Title
- Section
- Chapter
- Keywords.



The screenshot displays the 'Road Safety Audit Toolkit' web application. The header features the 'Austroads' logo on the left, the title 'Road Safety Audit Toolkit' in the center, and the 'arob GROUP' logo on the right. A navigation bar includes links for 'Home', 'About RSA Toolkit', 'Contact', 'Browse Resources', 'Help', and 'Audits'. On the right side of the header, it shows 'Account: demo enduser' and a 'Logout' link. Below the header, there is a search bar with 'Keywords' and 'Location' fields, and a 'Search' button. The main content area is titled 'Browse Resources' and contains several search filters: 'Location' (a dropdown menu), 'Keywords' (a text input with a 'Search' button), 'Title' (a dropdown menu with 'Select a location' as the current selection), and 'Section' (a dropdown menu with 'Select a title' as the current selection). Below these filters, a message states: 'Any feedback regarding these resources should be provided to the appropriate contact that can be found [here](#).' It also indicates 'Search found 605 results.' and 'Page 1 of 61'. A pagination bar shows numbers 1 through 10, followed by an ellipsis. The 'Results' section lists four items, each with a category, a file link, and a date added:

Results
Category: Australian Capital Territory > Standard Specification for Urban Infrastructure Works > SS01 Provision for Traffic 01 File: <a href="#">SS01 Provision for Traffic 01 00.pdf</a> Date added: 28/11/2003
Category: Australian Capital Territory > Standard Specification for Urban Infrastructure Works > SS02 Earthworks 01 File: <a href="#">SS02 Earthworks 01 00.pdf</a> Date added: 28/11/2003
Category: Australian Capital Territory > Standard Specification for Urban Infrastructure Works > SS03 Underground Services 01 File: <a href="#">SS03 Underground Services 01 00.pdf</a> Date added: 28/11/2003
Category: Australian Capital Territory > Standard Specification for Urban Infrastructure Works > SS04 Flexible Pavement 01 File: <a href="#">SS04 Flexible Pavement 01 00.pdf</a> Date added: 28/11/2003

## 7.1 Browsing reference documents

Available reference documents can be browsed by selecting the reference location. Users can choose from the following locations:

- New South Wales
- Northern Territory
- Queensland
- South Australia
- Tasmania
- Victoria
- Western Australia
- Australian Capital Territory
- New Zealand
- Australasian.

Once the location has been selected, a list of the available titles will be listed.

Once the title has been selected, a list of available sections will be listed.

Once the section has been selected, the available chapters will be listed.

The image displays three sequential screenshots of the 'Road Safety Audit Toolkit' web application, illustrating the navigation process for browsing reference documents.

**Top Screenshot:** The 'Browse Resources' page. The 'Location' dropdown menu is open, showing a list of Australian states and territories, as well as 'Australasian'. The 'Keywords', 'Title', and 'Section' search fields are visible. A 'Search' button is located to the right of the search fields.

**Middle Screenshot:** The 'Browse Resources' page with 'Australasian' selected in the 'Location' dropdown. The 'Section' dropdown menu is open, displaying a list of sections including 'Austroads - Guide to Engineering Practice', 'Australian Standards - AS/NZS 1158 Road lighting', 'Austroads - Urban Road Design', 'Australian Standards - AS 1742 Manual of uniform traffic control devices', 'Austroads - Road Safety Audit', and 'Austroads - Rural Road Design'. The 'Search' button is still visible.

**Bottom Screenshot:** The 'Results' page. The 'Section' dropdown menu is open, showing a list of sections including 'Part 1 - Traffic Flow (1988)', 'Part 2 - Roadway capacity (1988)', 'Part 3 - Traffic Studies (2004)', 'Part 4 - Treatment of Crash Locations (2004)', 'Part 5 - Intersections at Grade (1988)', 'Part 6 - Roundabouts (1993)', 'Part 7 - Traffic Signals (2003)', 'Part 8 - Traffic Control Devices (1988)', 'Part 9 - Arterial Road Traffic Management (1988)', 'Part 10 - Local Area Traffic Management (2004)', 'Part 11 - Parking (1988)', 'Part 12 - Roadway Lighting (1988)', 'Part 13 - Pedestrians (1995)', 'Part 14 - Bicycles (1999)', and 'Part 15 - Motorcycle Safety (1999)'. The 'Search' button is still visible.

## 7.2 Keyword searching

Documents can also be searched using the keyword searching facility shown in the title bar or by selecting the 'Find documents about this sub-topic' button in the checklist question section.

### 7.2.1 General

To use this facility, users must enter the keyword or keywords with which they wish to search and the location to which documents are assigned. Note that by leaving the location blank, the searching function will search through the documents for all locations.

If the 'Find documents about this sub-topic' option is selected the RSA Toolkit automatically suggests a number of keywords to search depending on the checklist questions section being completed. These suggested keywords can be deleted and replaced by keywords preferred by the user.

**Road Safety Audit Toolkit**

Home About RSA Toolkit Contact Browse Resources Help Audits Account: demo enduser Logout

Document Search : Keywords Location: Search

**Browse Resources**

Location: Keywords: Search

Title: Select a location

Section: Select a title

Any feedback regarding these resources should be provided to the appropriate contact that can be found [here](#).

Search found 605 results.  
Page 1 of 61

1 2 3 4 5 6 7 8 9 10 ...

**Results**

Category: Australian Capital Territory > Standard Specification for Urban Infrastructure Works > SS01 Provision for Traffic 01  
File: [SS01 Provision for Traffic 01 00.pdf](#)  
Date added: 28/11/2003

Category: Australian Capital Territory > Standard Specification for Urban Infrastructure Works > SS02 Earthworks 01  
File: [SS02 Earthworks 01 00.pdf](#)  
Date added: 28/11/2003

Category: Australian Capital Territory > Standard Specification for Urban Infrastructure Works > SS03 Underground Services 01  
File: [SS03 Underground Services 0100.pdf](#)  
Date added: 28/11/2003

Category: Australian Capital Territory > Standard Specification for Urban Infrastructure Works > SS04 Flexible Pavement 01  
File: [SS04 Flexible Pavement 01 00.pdf](#)  
Date added: 28/11/2003

### 7.2.2 Search Operators

The current search operators provided within the keyword searching functionality of the program are included in the table below.


**Table 7.1: Search operators**

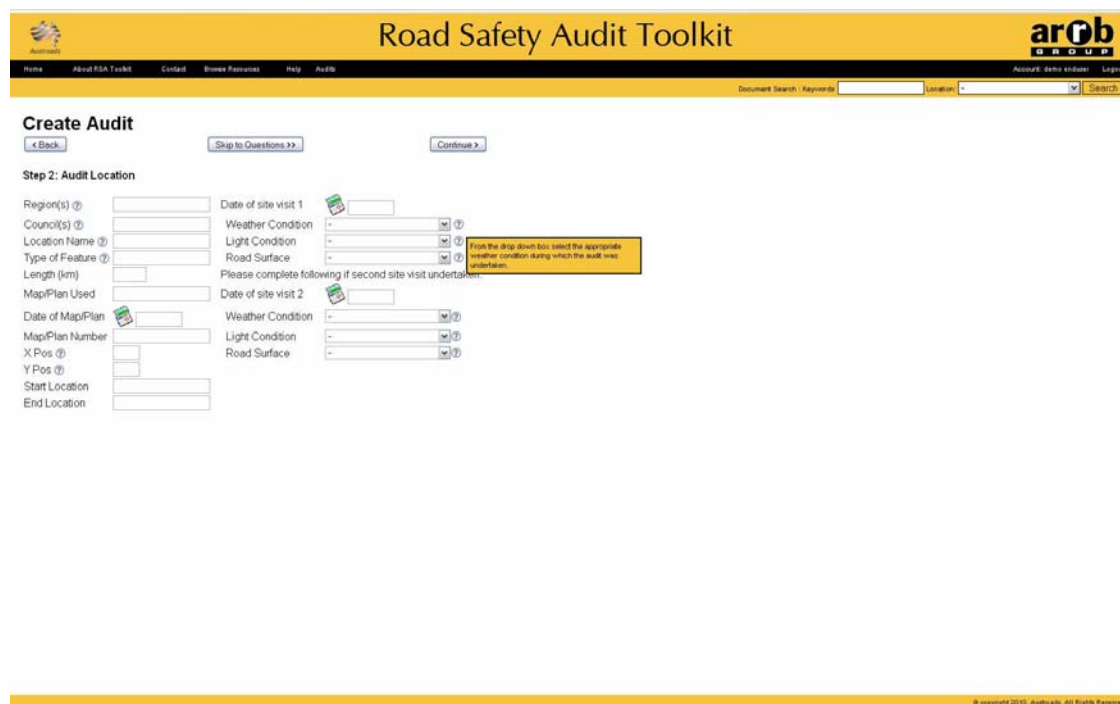
Operator	Example	Result
<b>Single word or term</b>	pavement	Returns all documents containing that word
<b>Or</b> Symbol used: ,	pavement,surface	Returns all documents that contain <b>either</b> the first term <b>or</b> the second term or <b>both</b>
<b>Phrase searching</b> Symbol used: 'single quotation marks' or (brackets) or users may simply write the phrase with no punctuation.	'Clear zone' or (Clear zone)	Returns all documents containing that phrase i.e. for the example, will return documents containing <b>Clear zone</b>
<b>Truncation</b> Symbol used: *	ped*	Returns all documents containing any word string i.e. for the example, will return documents containing <b>ped, peds, pedestrian, pedestrians,</b> etc



## 8 HELP

### 8.1 Audit information

Explanatory text is provided (via *mouseovers*) for a number of the fields to assist users when providing background information for audits. Explanatory text can be viewed for fields that have a  next to them. The text will appear next to the mouse pointer.



**Road Safety Audit Toolkit**







Home About RSA Toolkit Contact Browser Resources Help Audit





Document Search: Keywords: Location: Search





**Create Audit**

< Back Skip to Questions >> Continue >

**Step 2: Audit Location**

Region(s)  Council(s)  Location Name  Type of Feature  Length (km) Map/Plan Used Date of Map/Plan Map/Plan Number X Pos  Y Pos  Start Location End Location

Date of site visit 1  Weather Condition  Light Condition  Road Surface  Please complete following if second site visit undertaken:

Date of site visit 2  Weather Condition  Light Condition  Road Surface 

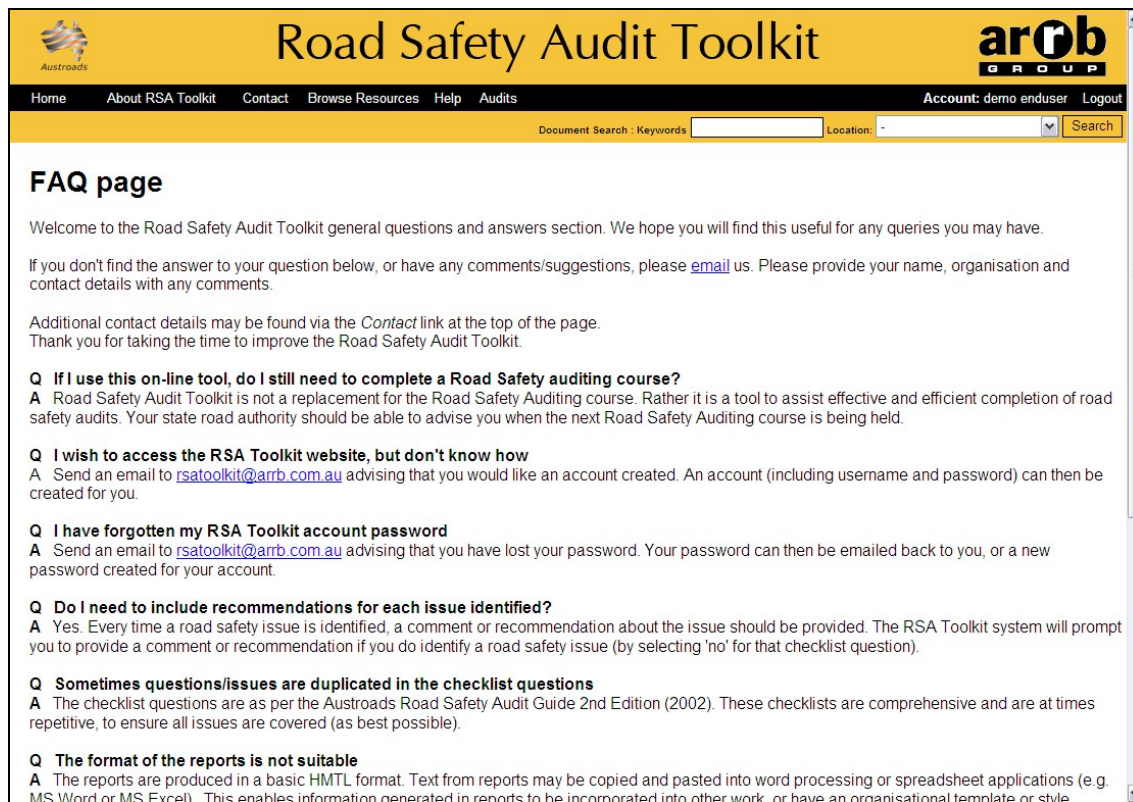
From the drop down box, select the appropriate weather condition during which the audit was undertaken.

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## 8.2 FAQ

A FAQ page (accessed via the Help menu) is provided to help users with common questions and answers.

If you don't find the answer to your question on the FAQ page, please email your question to [rsatoolkit@arrb.com.au](mailto:rsatoolkit@arrb.com.au).



**Road Safety Audit Toolkit**

Home About RSA Toolkit Contact Browse Resources Help Audits Account: demo enduser Logout

Document Search : Keywords  Location:  Search

### FAQ page

Welcome to the Road Safety Audit Toolkit general questions and answers section. We hope you will find this useful for any queries you may have.

If you don't find the answer to your question below, or have any comments/suggestions, please [email](#) us. Please provide your name, organisation and contact details with any comments.

Additional contact details may be found via the [Contact](#) link at the top of the page.  
Thank you for taking the time to improve the Road Safety Audit Toolkit.

**Q If I use this on-line tool, do I still need to complete a Road Safety auditing course?**  
**A** Road Safety Audit Toolkit is not a replacement for the Road Safety Auditing course. Rather it is a tool to assist effective and efficient completion of road safety audits. Your state road authority should be able to advise you when the next Road Safety Auditing course is being held.

**Q I wish to access the RSA Toolkit website, but don't know how**  
**A** Send an email to [rsatoolkit@arrb.com.au](mailto:rsatoolkit@arrb.com.au) advising that you would like an account created. An account (including username and password) can then be created for you.

**Q I have forgotten my RSA Toolkit account password**  
**A** Send an email to [rsatoolkit@arrb.com.au](mailto:rsatoolkit@arrb.com.au) advising that you have lost your password. Your password can then be emailed back to you, or a new password created for your account.

**Q Do I need to include recommendations for each issue identified?**  
**A** Yes. Every time a road safety issue is identified, a comment or recommendation about the issue should be provided. The RSA Toolkit system will prompt you to provide a comment or recommendation if you do identify a road safety issue (by selecting 'no' for that checklist question).

**Q Sometimes questions/issues are duplicated in the checklist questions**  
**A** The checklist questions are as per the Austroads Road Safety Audit Guide 2nd Edition (2002). These checklists are comprehensive and are at times repetitive, to ensure all issues are covered (as best possible).

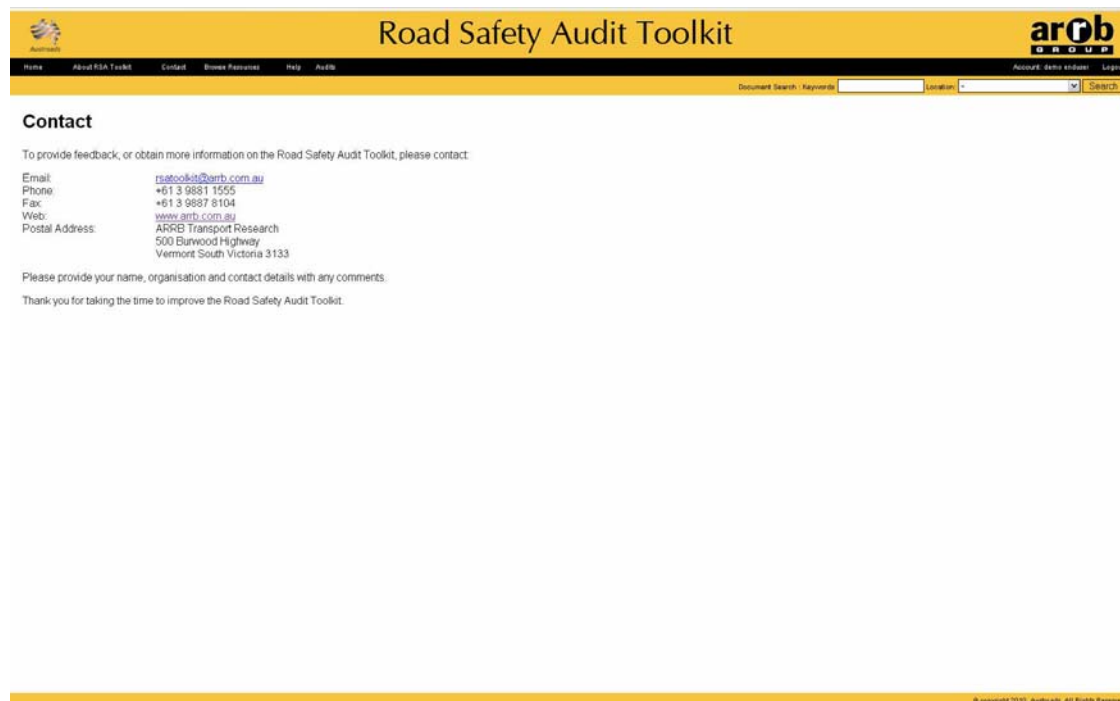
**Q The format of the reports is not suitable**  
**A** The reports are produced in a basic HTML format. Text from reports may be copied and pasted into word processing or spreadsheet applications (e.g. MS Word or MS Excel). This enables information generated in reports to be incorporated into other work, or have an organisational template or style.

## 9 CONTACT DETAILS AND FEEDBACK

Further development and improvement of the Road Safety Audit Toolkit will require the ongoing input from users. Any comments you may have can be sent directly to us via e-mail, phone/fax or by post. Contact details are as follows:

- a) Email: [rsatoolkit@arrb.com.au](mailto:rsatoolkit@arrb.com.au) – Subject: Road Safety Audit Toolkit Feedback
- b) Phone: +61 3 9881 1555  
 Fax: +61 3 9887 8104  
 Web: [www.arrb.com.au](http://www.arrb.com.au)
- c) ARRB Group  
 Research Division  
 500 Burwood Highway  
 Vermont South Victoria 3133

Please provide your name, organisation and contact details with your comments.



The screenshot shows the 'Contact' page of the Road Safety Audit Toolkit. The page has a yellow header with the title 'Road Safety Audit Toolkit' and the ARRB logo. Below the header is a navigation bar with links: Home, About RSA Toolkit, Contact, Browse Resources, Help, and ARRB. A search bar is located on the right side of the header. The main content area is titled 'Contact' and contains the following text:

To provide feedback, or obtain more information on the Road Safety Audit Toolkit, please contact:

Email: [rsatoolkit@arrb.com.au](mailto:rsatoolkit@arrb.com.au)  
 Phone: +61 3 9881 1555  
 Fax: +61 3 9887 8104  
 Web: [www.arrb.com.au](http://www.arrb.com.au)  
 Postal Address: ARRB Transport Research  
 500 Burwood Highway  
 Vermont South Victoria 3133

Please provide your name, organisation and contact details with any comments.

Thank you for taking the time to improve the Road Safety Audit Toolkit.

At the bottom of the page, there is a copyright notice: Copyright 2015, Australia. All Rights Reserved.

## 10 ADMINISTRATION

The administration pages are only available to the RSA Toolkit's administrators and account managers. The Administrator have the options of creating and editing client and end-user accounts and also accessing usage statistics and the RSA Toolkit database. Account managers can only create and edit end-user accounts.

Accounts cannot be deleted so that analyst information can be accessed for any project that the Administrator has undertaken. However, if an analyst or organisation ceases to be an active user of the Toolkit, the account can be archived. Users of the account will no longer be able to log in using the username and password for an archived account. If a client account is archived, end-users associated with that account will also not be able to log into the Road Safety Audit Toolkit. Archived accounts can be made active again if necessary.

Those wishing to set up an account (organisation or individual end-user) should contact ARRB Group (refer to Section 8 of this manual). For organisations, an account manager is assigned to manage end-user accounts within the organisation.

### (i) Details required of an organisation for setup are:

#### **Account details**

Organisation name: \_\_\_\_\_

*(If the organisation is spread over a number of locations, consider creating a separate account manager in each location.)*

Username: \_\_\_\_\_

Password: \_\_\_\_\_

#### **Contact details**

Phone: \_\_\_\_\_

*(of the account manager or organisation)*

Fax: \_\_\_\_\_ *(optional)*

State: \_\_\_\_\_

*(If the organisation is federal or a nation wide company, indicate that the organisation's state is federal.)*

Local government: \_\_\_\_\_

*(If an organisation is indicated as federal, no local government is required.)*

Address line 1: \_\_\_\_\_ *(required)*

Address line 2: \_\_\_\_\_ *(optional)*

Address line 3: \_\_\_\_\_ *(optional)*

---

**(ii) Details required of end-user's setup are:**

**Contact details**

End-user's client: \_\_\_\_\_

*(This is the organisation of the Toolkit account manager. For administrators, a list of available clients will be shown.)*

First name: *(of the end-user)* \_\_\_\_\_

Surname: *(of the end-user)* \_\_\_\_\_

Phone number: \_\_\_\_\_

Email: \_\_\_\_\_

Organisation: \_\_\_\_\_

Username: \_\_\_\_\_ *(unique to the user)*

Password: \_\_\_\_\_ *(unique to the user)*

*(If this account is to be a group account, provide multiple passwords that are to be used.)*